

OFFICIAL FILE  
ILLINOIS COMMERCE COMMISSION

FORMAL COMPLAINT

Illinois Commerce Commission  
527 E. Capitol Avenue  
Springfield, Illinois 62701

For Commission Use Only:  
Case: 01-05002

ORIGINAL

Regarding a complaint by (Person making the complaint):

Ebony Crump

Against (Utility name):

People's Energy

As to (Reason for complaint)

Overcharging for natural gas

Service

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

9545 S. University

The service address that I am complaining about is

9545 S. University

My home telephone is

(773) 374-8445

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

(773) 374-8445

My e-mail address is

I will accept documents by electronic means (e-mail) ☐ Yes

☒ No

(Full name of utility company)

People's Energy

(respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

Part 280

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☒ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

1 It is my belief that I have been overcharged for natural gas. I have been living at my current residence for two years and I have complained that my bills have been excessive. 2 I was finally able to get a supervisor to replace my broken meter. In February 2007 I replaced my furnace and was without one for the entire month. This month my bill was high and I noticed that February 2006 was the same. 3 After calling to complain I was told that the outside temperature has a lot to do with billing. I am disputing \$11,600 for the 2007 year and \$9,000 for 2006.

Please clearly state what you want the Commission to do in this case: I would like a formal hearing where the utility will be accountable for their billing. I would like the commission to launch an investigation into my allegations and decide on a fair solution. I don't want to pay for overbilling.

**NOTICE:** If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date:

September 24, 2007  
(Month, day, year)

Complainant's Signature:

Ebony Crump

If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

#### VERIFICATION

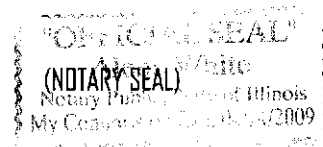
A notary public must witness the completion of this part of the form.

I, Ebony Crump, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

Ebony Crump  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 9/24/2007

Aileen White  
Signature, Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing.